

Third Party Administrator – Performance Report July 2012

Agenda Item 9.c.
08/15/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	93.7%	21,361 of 22,791 total claims
"Clean" claims processed within 30 calendar days.	100%	100%	22,791 of 22,791 total claims
Financial accuracy of claims paid.	99%	99.4%	\$21,934,642.61 of \$22,064,531.32 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.7%	1,420 of 1,424 claims audited
Procedural accuracy rate for processing of claims.	97%	99.2%	1,412 of 1,424 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	13 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	N/A	0 appeals, 0 complaints
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.9%	6,030 of 6,634 calls answered in 30 seconds; avg. of 17 seconds
Subscriber issues resolved within the same business day.	90%	96.2%	3,704 of 3,849 issue calls
Maximum call abandonment rate.	5%	1.3%	86 of 6,634 calls
Maximum line busy rate.	3%	0%	0 busy out of 6,634 calls
Voicemails answered within two business days.	90%	100%	24 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	N/A	0 complaints

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	90.9%	5,270 of 5,798 calls answered in 30 seconds; avg. of 15 seconds
Provider issues resolved within the same business day.	90%	98.1%	7,161 of 7,297 issue calls
Maximum call abandonment rate.	5%	0.6%	32 of 5,798 calls
Maximum line busy rate.	3%	0%	0 of 5,798 calls
Voicemails answered within two business days.	90%	100%	15 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	18 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,195 of 1,195 ID cards; average of 1.39 days
ID card accuracy.	100%	100%	1,195 of 1,195 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,195 of 1,195 packets; average of 1.39 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	N/A	0 requests
Standard IER requests transmitted to administrative vendor within five business days.	100%	100%	1 request

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests